

# Sale Control Systems

## Support Rates and Policies

<i>Compare the Plans</i>	<i>Extended Support</i>	<i>Standard Support</i>	<i>No Plan</i>
<b>Email Support</b> support@posal.com	▪Included	▪maximum 2 per month, combined with telephone/modem support*	▪\$25 charge per email answered
<b>Telephone/Modem Support</b> Support line: 403-510-7017 Edmonton support: 780-701-7138	▪Included	▪maximum 2 per month, combined with email support*	▪\$75 per hour during office hours ▪ \$100 per hour evenings & weekends ▪\$125 per hour holidays ▪½ hr minimum charge
<b>On-Site Support/Training</b>	▪\$50 per hr ▪1 hr minimum charge (one way travel time will be charged)	▪\$50 per hr ▪1 hr minimum charge (one way travel time will be charged)	▪\$100 per hr ▪ 1 hr minimum charge (one way travel time will be charged)
<b>Updates</b>	▪Included	▪1 per year	▪\$495 per version update
<b>Disaster Recovery</b>	▪2 times per year included	▪\$50 per hour	▪\$125 per hour
<b>Cost</b>	▪\$1295 per year, or \$115 per month post-dated cheques or VISA for monthly payments	▪\$750 per year, or \$400 semi-annually	▪Charges as above



*Prices listed do not include GST. Prices are for one location. Please contact SCS for multi-store support rates.*

*\*Service calls beyond the maximum per month will be billed at \$50 per hr.*